



PORTES & FENÊTRES  
DOORS & WINDOWS

As of January 1<sup>st</sup> 2016

## Warranty Certificate

**T-RIO Windows & Doors shall be responsible to offer the residential property owner with the following warranty:**

### **Vinyl P.V.C Windows**

*Limited Lifetime Warranty of 20 years on the PVC components.* This non-prorated warranty shall be valid against any defects in materials and manufacturing workmanship that can result in flaking, corrosion, blistering and peeling. Warranties on PVC components are offered by Soniplastics Inc and Energi Solution.

*Limited Lifetime Warranty of 5 years on components PVC color other than white.* This non-prorated warranty shall be valid against an uneven discoloration when the product is exposed evenly to direct sunlight or the elements

This warranty is valid only if these windows have been installed according to the requirements and procedures of T-RIO Windows & Doors.

### **Window Insulating Glass (Thermos)**

*Limited lifetime warranty of 10 years against seal failure.* This non-prorated warranty shall be valid on seal failure or vision obstruction defect in between the glass surfaces due to faulty manufacturing. This includes moisture buildup, dirt or film formation which cannot be touched or felt. Warranties on windows insulating glass are offered by Verre Concept (Novatech), Robover Inc. and Novy Glass Ltd.

*Limited lifetime warranty of 1 year against thermal breakage (stress fracture).* This warranty covers any thermal breakage, breakage of glass sealed without any evidence of abuse or shock (line break) and all labor, delivery and installation cost.

### **Windows Hardware**

*Limited lifetime warranty of 15 years.* This non-prorated warranty shall be valid against all manufacturing defects. There should be no signs of abuse, alteration, neglect or mistreatment. Warranties on windows hardware are offered by Lion Hardware Ltd.

### **Labour**

Costs of labor and delivery on P.V.C components, insulated glass replacement (thermos) and window hardware will be covered to the purchaser for a limited period of 5 years from the date of purchase. However, if this is not the original purchaser of the windows, labor and delivery cost for the replacement will not be covered. Note that the guarantee doesn't cover any installations and replacements costs for components of PVC vinyl window.

### **Restrictions**

- Any product exposed to sunlight, air pollutants or other atmospheric conditions can cause all surfaces to gradually fade, chalk or to accumulate dirt or stains. These common occurrences are not covered by this warranty.
- T-RIO Windows & Doors' liability is limited only and exclusively to the replacement of the defective material and must be approved by an authorized representative.
- In no case will the value exceed that of the original product.
- In no circumstances shall T-RIO Windows & Doors be held liable or accountable for any direct or indirect indemnities, including, but not limited to loss of income or profit due to any defect in any product covered by this warranty.
- T-RIO Windows & Doors reserves the right to modify or discontinue any of its products presently being manufactured and, where applicable, to substitute any component or parts of equal quality as its sole option
- The location of the defective product must be located within a reasonable distance of the normal deliveries path.

### **Cleaning & Maintenance Requirements**

In order to ensure warranty coverage and proper operation, yearly cleaning and maintenance is required. All moving components should be lubricated with clear silicone spay. Dirt and dust build up should be removed using a clean cloth and mild soap in warm water. All glass surfaces can be cleaned with regular glass cleaner. For weather-stripping, normal wear can occur over a period of time. Deteriorated, torn or loose weather-strips can cause air infiltration or heat loss, the owner is responsible to make the replacement. If altered or damaged, all visible sealant should be inspected and replaced.

### **Claims Procedure**

At all times, the installer must first be notified to verify that proper installation procedures were followed or if any other factors not related to the product may be at fault. In order for T-RIO Windows & Doors to ensure its obligations regarding the warranty, the property owner must notify the retailer or authorized representative within 30 days after the appearance of the defect along with the following information:

- Name, home address, email and phone numbers of owner.
- Copies of invoices, packing slips or purchase orders.
- Purchase and installation date of the original product.
- Precise explanation of the suspected defect.
- For a transferred warranty, details and references of the original owner/purchaser must be forwarded.

**G.R. THÉRIAULT LTD**

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